From: Saunders, Della (DPH)
Sent: Tuesday, September 12, 2006 7:33 AM
To: Corbett, Kate (DPH); Medina, Nicole (DPH); Renczkowski, Daniel (DPH)
Subject: FW: Opening Word/Excel Attachments in Outlook

Importance: High

From: Thibault, Mark (DPH)
Sent: Tuesday, September 05, 2006 10:58 AM
To: DPH-DL - ADMIN-ALL-DPH-STAFF
Cc: Daniel, James (DPH)
Subject: Opening Word/Excel Attachments in Outlook
Importance: High

Hello,

Over the last 2 weeks the ITS Help Desk has received calls from users who are experiencing problems opening Excel and Word attachments while in Outlook.   We do not know what caused this problem, but, we did find a solution that will fix this problem. So, if you are having problems with attachments, please click on this link http://healthnet/services/ITS/downloads/downloads.htm   Click on Word/ Excel attachment fix. You will be prompted to Run or Save this file. Select Run.   A pop-up message appears asking "Are you sure you want to add the information registry?"   Click yes.   Close out of all applications and RESTART your computer. This should rectify the attachment issue.

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